

FFY 2022 Quarter 4 07/01/2022 - 09/30/2022

LTCOP Regional Map can be found at the end of the document

Statewide:	i Otal Complaii	, ,													
Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8	Region 9	Region 10	Region 11	Region 12	Region 13	Region 14	Region 15	Total
382	115	157	381	83	186	186	34	214	148	101	110	201	22	143	2463
otal Comp	laints by Natio	nal Ombudsma	an Reporitng S	ystem (NORS)	Category Cod	de									
	•	ploitation (Cod ncial exploitatio	•	•	illful mistreatm	ent of resident	s by facility st	aff, resident rep	oresentative/ fa	amily/friend, otl	ner residents o	or an outside ir	ndividual. Inclu	des physical, s	exual, or
Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8	Region 9	Region 10	Region 11	Region 12	Region 13	Region 14	Region 15	Total
3	0	8	5	1	1	3	0	1	1	1	1	2	0	0	27
ombudsmar	duties.	, ,					-	ehalf of the res							
Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8	Region 9	Region 10	Region 11	Region 12	Region 13	Region 14	Region 15	Total
10	[7	2	13	5	2	4	2	6	4	1	1	[0	[0	6	63
		harge, Eviction	,	·				mission, Trans					nd room issue		
Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8	Region 9	Region 10	Region 11	Region 12	Region 13	Region 14	Region 15	Total
80	7	8	22	4	7	5	3	9	9	4	8	14	3	17	150
esponse to Region 1	•	Region 3	Region 4	family council Region 5	participation, o	•		Region 9	Region 10	choice of heal	Region 12	Region 13	ve setting, digi	Region 15	Total
response to Region 1 67	complaints, re Region 2	Region 3	Region 4	family council Region 5 25	participation, on Region 6	or any other rig Region 7	hts and prefe Region 8 4	Region 9	Region 10 29	Region 11	Region 12	Region 13 24	Region 14	Region 15	Total 385
response to Region 1 67 Financial, P	complaints, re Region 2 15 roperty (Code	Region 3 40 E): complaints	Region 4 63 involving facili	family council Region 5 25 ty staff misma	participation, on Region 6 32 nagement of region 6	Region 7 12 esidents' funds	hts and prefe Region 8 4 and property	rences. Region 9 36 or billing proble	Region 10 29 ems. Includes i	Region 11 6 incorrect billing	Region 12 15 and charges	Region 13 24 and loss or mis	Region 14 5 smanagement	Region 15 12 of personal pr	Total 385 operty.
esponse to Region 1 67 Financial, P	complaints, re Region 2	Region 3	Region 4 63 involving facili	family council Region 5 25	participation, on Region 6	or any other rig Region 7	hts and prefe Region 8 4	rences. Region 9 36 or billing proble	Region 10 29 ems. Includes i	Region 11	Region 12	Region 13 24	Region 14	Region 15	Total 385 operty. Total
esponse to Region 1 67 Financial, P	complaints, re Region 2 15 roperty (Code	Region 3 40 E): complaints	Region 4 63 involving facili	family council Region 5 25 ty staff misma	participation, on Region 6 32 nagement of region 6	Region 7 12 esidents' funds	hts and prefe Region 8 4 and property	rences. Region 9 36 or billing proble	Region 10 29 ems. Includes i	Region 11 6 incorrect billing	Region 12 15 and charges	Region 13 24 and loss or mis	Region 14 5 smanagement	Region 15 12 of personal pr	Total 385 operty.
esponse to Region 1 67 Financial, P Region 1 23 Care (Code	complaints, re Region 2 15 roperty (Code Region 2 9 F): complaints	Region 3 40 E): complaints Region 3 9 s involving facil	Region 4 63 involving facili Region 4 15 lity staff failure	family council Region 5 25 ty staff misma Region 5 6 to provide care	participation, of Region 6 32 nagement of reserved Region 6 6 e including, positive participation, of Region 6	Region 7 12 esidents' funds Region 7 5 or quality care	Region 8 4 Region 8 Region 8 Region 8 3	rences. Region 9 36 or billing proble	Region 10 29 ems. Includes i Region 10 12 des accidents a	Region 11 6 incorrect billing Region 11 6 and falls, response	Region 12 15 and charges Region 12 3 onse to reques	Region 13 24 and loss or mis Region 13 8 ts for assistan	Region 14 5 smanagement Region 14 1 ce, care plann	Region 15 12 of personal pr Region 15 8 ing, medication	Total 385 operty. Total 126
esponse to Region 1 7 Financial, P Region 1 3 Care (Code tygiene, ac	complaints, re Region 2 15 roperty (Code Region 2 9 F): complaints cess to health-	Region 3 40 E): complaints Region 3 9 s involving facil	Region 4 63 Region 4 15 Region 4 15 Region 4 Region 4 Region 4 Region 4 Region 4	family council Region 5 25 ty staff misma Region 5 6 to provide care inattended, incomplete in the council in the council incomplete in the council in the council incomplete in the council in the council incomplete in the council incomplete in the council incomplete in the council in the c	Region 6 32 nagement of region 6 6 e including, pocontinence care Region 6 Region 6	Region 7 12 esidents' funds Region 7 5 or quality care e, assistive de Region 7	Region 8 4 Region 8 Region 8 Region 8 3	Region 9 36 Region 9 Region 9 12 I delivery. Includement, rehabilitation	Region 10 29 ems. Includes in Region 10 12 des accidents ation services in Region 10	Region 11 6 incorrect billing Region 11 6 and falls, response	Region 12 15 and charges Region 12 3 onse to reques ints, chemical Region 12	Region 13 24 and loss or mis Region 13 8 ts for assistan	Region 14 5 smanagement Region 14 1 ce, care plann	Region 15 12 of personal pr Region 15 8 ing, medication	Total 385 operty. Total 126 ns, persona
esponse to Region 1 37 Financial, P Region 1 23 Care (Code nygiene, acc	complaints, re Region 2 15 roperty (Code Region 2 9 F): complaints cess to health-	Region 3 40 E): complaints Region 3 9 s involving facile-related service	Region 4 63 Region 4 Involving facility Region 4 15	family council Region 5 25 ty staff misma Region 5 6 to provide care inattended, inc	participation, on Region 6 32 nagement of responsible 6 6 e including, positionence care	Region 7 12 esidents' funds Region 7 5 or quality care e, assistive de	Region 8 4 s and property Region 8 3 planning and vices or equip	Region 9 36 or billing proble Region 9 12 I delivery. Incluence of the problement, rehabilitation	Region 10 29 ems. Includes in Region 10 12 des accidents ation services in Region 10	Region 11 6 incorrect billing Region 11 6 and falls, responsion	Region 12 15 and charges Region 12 3 onse to reques ints, chemical	Region 13 24 and loss or mis Region 13 8 ts for assistan restraints, and	Region 14 5 smanagement Region 14 1 ce, care plann infection cont	Region 15 12 of personal pr Region 15 8 ing, medication rol.	Total 385 operty. Total 126 ns, persona
esponse to Region 1 37 Financial, P Region 1 23 Care (Code nygiene, act	complaints, re Region 2 15 roperty (Code Region 2 9 F): complaints cess to health- Region 2 23	Region 3 40 E): complaints Region 3 9 s involving facile related service Region 3 30	Region 4 63 Region 4 15 Region 4 15 Region 4 15 Region 4 15 Region 4 148	family council Region 5 25 ty staff misma Region 5 6 to provide care inattended, inceeding 125 Region 5 25	Region 6 32 nagement of relation, of Region 6 Region 6 6 Region 6 Region 6 Region 6 73	Region 7 12 esidents' funds Region 7 5 or quality care e, assistive de Region 7 70	Region 8 4 Region 8 Region 8 Region 8 3 Region 8 Region 8 11	Region 9 36 Region 9 Region 9 12 I delivery. Includement, rehabilitation	Region 10 29 ems. Includes in Region 10 12 des accidents ation services particular in Region 10 57	Region 11 6 incorrect billing Region 11 6 and falls, responsical restrain	Region 12 15 and charges Region 12 3 onse to reques ints, chemical Region 12 36	Region 13 24 and loss or mis Region 13 8 ts for assistan restraints, and Region 13 84	Region 14 5 smanagement Region 14 1 ce, care plann infection cont Region 14 8	Region 15 12 of personal pr Region 15 8 ing, medication rol. Region 15 45	Total 385 operty. Total 126 ns, persona Total 878
esponse to Region 1 37 Financial, P Region 1 23 Care (Code nygiene, act Region 1 37 Activities, Cand lack soc	complaints, re Region 2 15 roperty (Code Region 2 9 F): complaints cess to health- Region 2 23 community Interest	Region 3 40 E): complaints Region 3 9 s involving facile related service Region 3 30	Region 4 63 Region 4 15 Region 4 15 Region 4 15 Region 4 15 Region 4 148	family council Region 5 25 ty staff misma Region 5 6 to provide care inattended, inceeding 125 Region 5 25	Region 6 32 nagement of relation, or relation, or relation 6 Region 6 6 e including, postontinence care Region 6 73	Region 7 12 esidents' funds Region 7 5 or quality care e, assistive de Region 7 70	Region 8 4 Region 8 Region 8 Region 8 3 Region 8 Region 8 11	Region 9 36 or billing proble Region 9 12 I delivery. Inclue ment, rehabilita Region 9 83	Region 10 29 ems. Includes in Region 10 12 des accidents ation services particular in Region 10 57	Region 11 6 incorrect billing Region 11 6 and falls, responsical restrain	Region 12 15 and charges Region 12 3 onse to reques ints, chemical Region 12 36	Region 13 24 and loss or mis Region 13 8 ts for assistan restraints, and Region 13 84	Region 14 5 smanagement Region 14 1 ce, care plann infection cont Region 14 8	Region 15 12 of personal pr Region 15 8 ing, medication rol. Region 15 45	Total 385 operty. Total 126 ns, persona Total 878
response to Region 1 67 Financial, P Region 1 23 Care (Code hygiene, activities, Code) Activities, Code	complaints, re Region 2 15 roperty (Code Region 2 9 F): complaints cess to health- Region 2 23 ommunity Intecial services.	Region 3 40 E): complaints Region 3 9 s involving facilated service Region 3 30 egration and So	Region 4 63 Region 4 15 Region 4 15 Region 4 15 Region 4 15 Region 4 148 Cial Services (family council Region 5 25 ty staff misma Region 5 6 to provide care nattended, incompattended, incompattended Region 5 25 Code G): compattended	participation, on Region 6 32 nagement of respect to Region 6 6 e including, postontinence care Region 6 73 plaints involving	Region 7 12 esidents' funds Region 7 5 or quality care e, assistive de Region 7 70 ag activities, co	Region 8 4 Region 8 Region 8 3 Region 8 11 Region 8 11	Region 9 36 or billing proble Region 9 12 I delivery. Includement, rehabilitation Region 9 83 gration or social	Region 10 29 ems. Includes in Region 10 12 des accidents ation services in Region 10 57 I services. Includes in Region 10	Region 11 6 Incorrect billing Region 11 6 and falls, responsical restrain	Region 12 15 and charges Region 12 3 onse to reques ints, chemical Region 12 36 oice of activiti	Region 13 24 and loss or mis Region 13 8 ts for assistan restraints, and Region 13 84 es, transportat	Region 14 5 smanagement Region 14 1 ce, care plann infection cont Region 14 8 sion, conflict re	Region 15 12 of personal pr Region 15 8 ing, medication rol. Region 15 45 solution betwe	Total 385 operty. Total 126 ns, persona Total 878 en residen
esponse to Region 1 Financial, P Region 1 Care (Code Tygiene, activities, Cand lack social so	complaints, re Region 2 15 roperty (Code Region 2 9 F): complaints cess to health- Region 2 23 ommunity Intecial services. Region 2 10	Region 3 40 E): complaints Region 3 9 s involving facilated service Region 3 30 egration and So Region 3 17	Region 4 63 involving facili Region 4 15 lity staff failure es, symptoms to Region 4 148 cial Services (Region 4 22	family council Region 5 25 ty staff misma Region 5 6 to provide care nattended, incompattended, incompattended Region 5 25 Code G): compattended Region 5 5	Region 6 32 nagement of reserved Region 6 6 Region 6 6 Region 6 73 plaints involving Region 6 8	Region 7 12 esidents' funds Region 7 5 or quality care e, assistive de Region 7 70 rg activities, co	Region 8 4 Region 8 Region 8 3 Region 8 Region 8 11 Region 8 11 Region 8 13 Region 8 13	Region 9 36 or billing proble Region 9 12 I delivery. Includement, rehabilitation Region 9 83 gration or social	Region 10 29 ems. Includes in Region 10 12 des accidents ation services in Region 10 57 Region 10 2	Region 11 6 Incorrect billing Region 11 6 Incorrect billing Region 11 Region 11 48 Incorrect billing Region 11 Incorrect billing Region 11 Incorrect billing Region 11 Incorrect billing Incorre	Region 12 15 and charges Region 12 3 onse to reques ints, chemical Region 12 36 coice of activitic	Region 13 24 and loss or mis Region 13 8 ats for assistan restraints, and Region 13 84 es, transportat Region 13 5	Region 14 5 smanagement Region 14 1 ce, care plann infection cont Region 14 8 sion, conflict re Region 14 1	Region 15 12 of personal pr Region 15 8 ing, medication rol. Region 15 45 solution betwe	Total 385 operty. Total 126 ns, persona Total 878 en resident
response to Region 1 Financial, P Region 1 Care (Code hygiene, activities, Cand lack soc Region 1 Region 1 Region 1	complaints, re Region 2 15 roperty (Code Region 2 9 F): complaints cess to health- Region 2 23 ommunity Intecial services. Region 2 10	Region 3 40 E): complaints Region 3 9 s involving facilated service Region 3 30 egration and So Region 3 17	Region 4 63 involving facili Region 4 15 lity staff failure es, symptoms to Region 4 148 cial Services (Region 4 22	family council Region 5 25 ty staff misma Region 5 6 to provide care nattended, incompattended, incompattended Region 5 25 Code G): compattended Region 5 5	Region 6 32 nagement of reserved Region 6 6 Region 6 6 Region 6 73 plaints involving Region 6 8	Region 7 12 esidents' funds Region 7 5 or quality care e, assistive de Region 7 70 rg activities, co	Region 8 4 Region 8 Region 8 3 Region 8 Region 8 11 Region 8 11 Region 8 13 Region 8 13	Region 9 36 or billing proble Region 9 12 I delivery. Includement, rehabilitation Region 9 83 gration or socia Region 9 18	Region 10 29 ems. Includes in Region 10 12 des accidents ation services in Region 10 57 Region 10 2	Region 11 6 Incorrect billing Region 11 6 Incorrect billing Region 11 Region 11 48 Incorrect billing Region 11 Incorrect billing Region 11 Incorrect billing Region 11 Incorrect billing Incorre	Region 12 15 and charges Region 12 3 onse to reques ints, chemical Region 12 36 coice of activitic	Region 13 24 and loss or mis Region 13 8 ats for assistan restraints, and Region 13 84 es, transportat Region 13 5	Region 14 5 smanagement Region 14 1 ce, care plann infection cont Region 14 8 sion, conflict re Region 14 1	Region 15 12 of personal pr Region 15 8 ing, medication rol. Region 15 45 solution betwe	Total 385 operty. Total 126 ns, persona Total 878 en resident

Environment (Code I): complaints involving the physical environment of the facility, including the resident's space. Includes room or water temperatures, ventilation concerns, building structure, supplies, storage, furnishings, building and grounds accessibility, housekeeping, laundry, and pest abatement.

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Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8	Region 9	Region 10	Region 11	Region 12	Region 13	Region 14	Region 15	Total
20	11	1	29	1	18	23	1	10	4	10	9	11	1	9	158

Facility Policies, Procedures and Practices (Code J): complaints regarding acts of commission or omission by facility leadership/owners including: administrators, resident managers, etc. Includes administrative oversight, fiscal management, and staffing.

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Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8	Region 9	Region 10	Region 11	Region 12	Region 13	Region 14	Region 15	Total
30	19	12	17	3	11	35	2	15	24	12	9	15	0	28	232

Complaints about an Outside Agency (non-facility) (Code K): complaints involving decisions, policies, actions or inactions by the programs and agencies listed below; including private and public benefits. Includes regulatory/licensing agency, Medicaid, Managed care, Medicare, Veteran's Affairs, or private insurance.

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Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8	Region 9	Region 10	Region 11	Region 12	Region 13	Region 14	Region 15	Total
2	1	5	12	0	0	0	0	5	0	2	2	2	0	2	33

System: Others (non-facility) (Code L): complaints including resident representative or family conflict which interferes with resident decision making, complaints regarding services from an outside provider, barriers to requests to transition to a community setting.

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Region 1	Region 2	Region 3	Region 4	Region 5	Region 6	Region 7	Region 8	Region 9	Region 10	Region 11	Region 12	Region 13	Region 14	Region 15	Total
10	5	21	13	5	18	2	0	11	0	1	4	17	2	6	115

